



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Vermont

- **6 Vermont applicants for the Baldridge Award (2005–2015)**
- **1 Vermont award applicant in 2010 represents 1,400 jobs, 9 work locations, \$250 million in revenues/budget, and more than 100,000 customers served.**
- **1 Baldridge examiner from Vermont volunteered over \$15,000 in services in 2014.**

Northern New England Alliance for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Criteria for Performance Excellence and other resources but operate without financial support from the Baldridge Program. Vermont is served by the Northern New England Alliance for Excellence (<http://www.nneae.com/>), a nonprofit organization founded in 2012. Its mission is to promote and recognize the achievement of performance excellence throughout the Northern New England Alliance. Products and services provide guidance and/or feedback that support organizations in achieving excellence. The focus is on helping organizations target the most effective approach, providing guidance in implementing that approach, and providing tools and methodologies to assess the results and guide next steps.

Vermont Governor's Award for Performance Excellence Recipients

BlueCross BlueShield of Vermont, 2007

Rutland Regional Medical Center, 2009

White River Junction VA Medical Center, 2003

Success Story



Vermont's second-largest hospital offers patients and visitors advanced medical services in a friendly, comfortable environment. Rutland Regional Medical Center strives to be the best community hospital and health system in New England, a vision sought for the health of our community. Founded in 1896, Rutland Regional has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont's second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas. It is fully accredited by the Joint Commission and licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals and Health Systems, the American Hospital Association, and the Voluntary Hospitals of America—New England.

AHCA/NCAL National Quality Award Winners in Vermont

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Cedar Hill Health Care (2014, Bronze)
The Manor Inc. (2013, Silver)
Starr Farm Nursing Center (2013, Silver)

Allenwood, A Pillsbury Senior Community (2013, Bronze)
The Village at Cedar Hill (2013, Bronze)

Robert W. Carey Performance Excellence Award Winner in Vermont

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Criteria for Performance Excellence.

White River Junction VA Medical Center (Achievement, 2002–2003; Trophy, 2004; Circle of Excellence, 2005–2010)

Baldrige in the U.S.

- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.
- U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.
- 102 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.
- 349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.
- In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.